DOA in Parkdale TO | Edit Site | 0 | New | Edit Post | Reader | Howdy, LF Destouches
doainparkdaleto6.wordpress.com Customize your domain

#Toronto #Community #Housing – TCHC – #Senior #Tenants #advisory #Committee – #STAC – Contributions – #Conflict – #Harassment and #Reprisals

January 4, 2021

Not a gripe, Anita, but a prescient concern that under-performing MANAGEMENT will only contaminate the new so-called Integrated Service Model.

I, too, am having some cognitive dissonance with the composition of "STAC," [redacted] Why are TCHC mgmt staff there? It should be just us with the ISM consultants running them.
And wow, is she good! I did that work in the real business world for decades and she is superfast on her feet, smart as a whip and commands respect while being fully open.
If I understood correctly, Grant Coffey was supposed to run it but had problems, so that's why she ran it. If he takes over meetings, we may be doomed.
TCHC have their own committee versions of these meetings. Why are they at ours? If mgmt is at TCHC underlings' staff meetings too, this is all a complete waste of time.
It is difficult to provide the honesty required to do this work anywhere near adequately when those perceived as a big part of the problem are in the same meeting with you.
Anyone willing to get kicked to the curb for [redacted]ves to the others that honestly is not allowed. I reckon that's why we are now down to 13 from the original 16.

Edit Stats

There are obviously MAJOR PROBLEMS with the Senior Tenants

Advidsory Committee of Toronto Community Housing. "It is difficult to provide the

honesty required to do this work anywhere near adequately when those perceived as a

big part of the problem

are in the same room with you." The Chairman,

Anita Dressler, is too close to management and tone-deaf

to such concerns. I myself have been harassed (management

sent their private security to my pound on my door

to silence me, and I have been

removed from the committee for makind

critcisms. The committee is clearly being co-opted

and reduced to a rubber stamp. It probably should be

disolved. I have redacted the above and made it "anonymous"

because it is now obvious to me

that anyone who complains about Toronto Housing

Management, is subject to

harassment and reprisal.

To characterize the issues and concerns that I have raised, ranging from details like better enforcement of the terms of our leases (to discourage illegal and prohibited acticity), to better reporting and accountability for everything from maintenance to fire prevention, is just a stupid slander.

This is a bad case of "cop mind' – not wanting to listen to us, but wanting instead to police us.

Not just for the record, here is a reprise of some of these issues.

TOO LITTLE PERFORMANCE

TOO MANY PERFORMERS

From Comments on the so-called "Accountability Framework" for a new Seniors Housing Unit - Separate from Toronto Community Housing

The fear is that the old managers transferred to the new Seniors Housing Unitl will be like the plague bacillus riding the troop train that started the Spanish (actually it was Kansas) Flu Epidemic that killed more people than World War I. The problem isn't just bad management; it's ***bad managers***.

I think it should occur to any reader of this report that the report would never have been necessary in the first place, had managers been doing their job. The report seems to subject itself and the reader, as it would potentially the new Seniors Housing Unit - to a lot of contortions in order not to confront this obvious fact.

In recent years the managers at May Robinson Apartments - including but not limited to Tony Mandarino, Brad Priggin, Karim Kanji, Karen Phillips, etc - have offered at best limited and inadequate oversight of activities at the buiding, ranging from contractors to crooks - perhaps not a very big range, but so be it.

Our last Superintendent at May Robinson was a very nice lady, but she seemed inveterately incapable of the most basic organizational tasks - like and including preparing "time-specific" Notices of Entry (NOEs - for you acronym collectors). "Time-specific" might sound demanding, but all you do is check one box. Count one. Check it. That's it - time specific! But Vanella couldn't do it. The problem was NOT with her however. It was with the management that hired her and that offered her none of the oversight that she required - and that we wanted her to get.

How do things like this happen? The question is rhetorical. Bad management! Will creating yet another layer of management - for instance in hiring 83 more managers and calling them Housing Stability Coordinators while the old Tenant Service Coordinators get renamed Tenant Service Administrators and continue to warm office chairs with their buttocks while pushing paper at us - I humbly ask - will creating yet another layer of managerment between seniors and TCHC or the new SHU - or whatever the hell the acronym is - REDRESS this? No!

"Aging in Place" or
Warehousing? Fine-Tuning the New Model:
A Seniors "GHETTO" -
Another "Long-Term CRIME Home?!"

Global Concerns: Given the realities of what we euphemistically call "aging in place," with declining health and increasing frailty, seniors will not have the benefit of younger tenants to advocate on their behalf, and will be unable to fend for themselves, to deal effectively with the opaque and obtuse bureaucracy of a system in which just getting a 2nd set of keys is an arbitrary byzantine ordeal.

Without compensation for this factor, Toronto's new Seniors Housing Unit risks becoming a ghetto for old people - **not "tenants first" but tenants never**. Without detailed improvement to procedures and processes, on the real-life level of tenants' interaction with staff, especially the so called "Housing Stability Coordinator" and the Superintendent, **"aging in place"** will be just **another euphemism for warehousing**.

From perusing the "Summary of the Integrated Service Model," a great deal depends on this newly minted **Housing Stability Coordinator**. Merely divvying up the duties of the Tenant Services Coordinator, assigning some to a so-called Housing Stability Coordinator, and installing a Housing Stability Coordinator in every building won't by itself improve anything, least of all services to seniors - unless the **processes also change** and **staff somehow become accountable** to make them work. Without that it will be not "tenants first" but "**tenants... one of these days**" or "**tenants... a cold day in hell**."

The Devil is In These Details
which Reema Patel, and Anita Dresser,
echoing her minder,
Want to Deflect
to the so-called
Client Care Centre
where they've already been
DISMISSED....
Are the following just a "GRIPE" -
Anita Dressler?

Communications via posters etc. In the past these have been sloppily produced with erroneous and/or confusing information, unsigned. Greater care needs to go into such communications, and all of them should be signed, thereby making the signer responsible for their accuracy. Mail boxes were left damaged for months. A sign went up – sloppily xeroxed – telling elderly tenants to get their mail somewhere in Mississauga – at a posts office that didn't exist. When this was pointed out to Ms Phillips she said an error had been made. That much was obvious. There as no apology, and no one took responsibility for the typically stupid poster – including Ms Phillips.

Notice of Entry Forms. These have repeatedly been incorrectly prepared and probably therefore illegal. In many cases they have not been time specific, and have not been signed by the Superintendent or any other member of TCHC staff. This amounts to contractors issuing and signing their own Entry Forms – to enter whenever they wish. There have even been "blanket" NOEs, for the entire building, not delivered to any tenants but simply posted on the front door. This is improper and – again – probably illegal. This indicates a general lack of oversight on the part of TCHC management. **All NOEs should be signed by the Superintendent or his assistant** and should be **time specific** – and should give the tenant at least 24 hours notice.

Rounds. Staff don't do regular rounds, to systematically check for problems and to trouble-shoot. The Superintendent (or the Assistant Superintendent) should do a complete round of his or her building at least once a week, probably more often. This should result in **a weekly report** on trouble-spots, repairs, renovations etc, a copy of which should go **to the so-called Housing Stability Coordinator** to see that progress is made addressing such areas.

Security. I think our security has improved slightly, but there is still room for important procedural improvement. When a tenant calls security and a special constable comes onto the property to address the issue, the constable should also make an effort to speak to the caller, if only to confirm his visit. Whenever a tenant calls security to report an issue, **a report should be made by the operator** and **a copy given to the HSC and to the Superintendent**. Except where urgent, these reports could be **compiled and submitted on a weekly** basis to identify areas where greater resources should be deployed.

Illegal Activity. At present when a tenant reports illegal activity the TSC might or might not respond but even if the TSC does respond it will likely only be to thank the tenant for the information. While respecting confidentiality, **greater responsiveness** is in order to assure the tenant that the TSC (now the HSC) has at least read the tenant's report and responded to it. Again, while respecting confidentiality, the TSC (HSC) should be able to **indicate what steps have been taken, what the process is, and where the matter is in the process.** At present none of this occurs; at most, the TSC will acknowledge that some sort of process is underway. This process needs to be **faster and more effective** than it presently is. When the process has to involve the **police**, this **interaction should as much as possible be between the TSC (now the HSC) and the police, to avoid tenant vs. tenant interaction**. All steps should be taken to **avoid any matter of illegal activity becoming a tenant vs tenant matter**. At most it should be a TCHC vs tenant matter, with the HSC and the Superintendent – perhaps especially the latter – acting as intermediaries.

More Pro-Active Enforcement of Terms of Lease. In the recent past **the TSC** has more or less "**passed the buck**" regarding illegal activity and simply referred the tenant to the police. This is not the best way to go. Indeed it leaves any tenant doing so open to **intimidation, harassment, threats and reprisals**. This would be highly undesirable for anyone, but potentially even more so for a senior. **It should be noted that the lease prohibits not just any illegal activity, but any potentially disruptive "business" activity on the premises**. Generally, in a seniors environment, any such activity involving a lot of traffic is disruptive and, in a post-pandemic world, potentially contagious too. **At present the TSC seems reluctant to enforce the terms of the lease, which is regrettable considering that such enforcement is in fact an important service to seniors**.

Better Intake. Many tenants do not appear to be aware of **issues surrounding illegal activity, illegal smoking, unauthorized business activity, breeches of fire safety (including leaving fire and unit doors open allowing fire to spread, smoke to set off alarms, etc), excessive noise, illegal occupancy, etc**. These things need to be indicated more emphatically during the intake process. It should be emphasized that **while these things are generally not tolerated, this is especially the case in a seniors environment**. Perhaps new tenants should be required to sign a specific additional form in reference to these issues.

Transfers. The transfer process needs to be more tailored to seniors, who are vulnerable to intimidation and situations of elder abuse. It should be easier for a senior to effect a transfer, **without necessarily involving a statement by the police**. The HSC – or perhaps the Tenant Services Administrator – should have the discretion to grant such transfers within the seniors buildings.

Call-Centre Interaction. The call-centre should have **greater procedural flexibility to address and redress a developing crisis**. If, for example, they cannot get a repairman to the problem within a brief period, they should be able to get another. The wait time for a call-centre operator should never be longer than 10 minutes. When wait times begin to get longer, the call-centre should be able to deploy more operators. The wait times during the pandemic, obviously an emergency situation, have been atrocious.

For example, as a resident one can call the Care Centre. They will usually refer the matter to some official, who will then refer one to a process. The **processes often fail to achieve the positive results that - one assumes - they were intended to achieve**. In other words, they are not as good as they should be at providing services to anyone, let alone to seniors who have special needs and vulnerabilities. One's apartment may be flooding, and hours after one has called the Care Centre, there is still no plumber in sight, but **the Care Centre will do nothing more because they have followed the procedure**. This attitude, which is like that of the doctor who considers the operation a success even when his patient dies, is endemic among TCHC staff. This is the culture of TCHC, and this has to improve if one is really going to expedite services to seniors, and not just processes. **Passing the buck is harmful to the whole system, but is especially harmful to seniors who might be frail and in declining health, isolated and unable to advocate effectively for themselves**. The attitude needs to be **less "pass the buck," more "the buck stops here."**

Identifying and Removing Trespassers. Repeat trespassers should be identified to all staff and banned from the property. **All staff should be required, upon spotting a trespasser, to ask the trespasser to leave and/or to notify Security (or Police) to escort the trespasser off the property**. In the past staff, including Superintendents, have done little or nothing to get even known trespassers off the property.

Follow-up and Oversight. This is generally woefully inadequate. **Contractors appear to have free-reign, which allows them to cut corners, create delay, and make mistakes that don't immediately get corrected**. Emergency repairs are **not followed up**, and should be. All such activity should be reported to the Superintendent, who should then follow-up with the tenants affected.

For example, May Robinson Apartments recently received, along with other buildings, new security cameras which, a year later, still have not been completely installed. The staff were not adequately informed regarding them, and while about a month ago one technician did a lot of the work entirely by himself, the project has stalled again and remains unfinished – this weeks after the problem was brought to the attention of the Call Centre. The inordinate delay – and waste – cannot be blamed on the pandemic. Delays occurred before the pandemic and after restrictions were lifted. Moreover, security cameras are essential - for security. There has been **no oversight and consequently no accountability**. Such **deficiencies cannot be allowed to continue into the new seniors model if services are really to be improved**.

Other instances of inadequate oversight include **the pest control initiative** a few years ago (no follow-up or oversight), **the air-conditioner replacement program** (little oversight, improper NOEs, etc) etc.

Diarization. Routine maintenance and upkeep, such as replacing the batteries in the emergency doors, does not get done because **the Superintendent does not diarize such work** – or do rounds. It is left up to tenants themselves to notify the Superintendent, after the door (for example) has visibly malfunctioned and trespassers have started to illegally enter the building. Problems should be addressed before they occur – prevented, in other words.

THIS IS BY NO MEANS AN EXHAUSTIVE LIST!

Another VOICE for EDGAR BERGEN....

----- Forwarded Message -----
From: jon rowland <jonrowland7@yahoo.com>
To: Senior Tenants Advisory Committee <stac@torontohousing.ca>
Sent: Thursday, December 10, 2020, 06:11:39 AM EST
Subject: More Agenda Items for STAC (Yes, we have an agenda....)

Education for Ourselves

Part of our task is to ensure that tenant voices get heard, not just our own voices.

We need to encourage all tenants to speak. Then we need to pass on what they say, in an efficient manner. Some tenants won't want to speak, and that's their choice, but we should at least help create the opportunity to do so in an informed way.

We probably need to educate ourselves first, a little or a lot (depending), before we can pass on our findings to our fellow tenants, so they can speak in an informed way.

Ways to Organize the Information (and some examples)

I wonder if it would help to compare and contrast features of the old model with features of the new model, by organizing information according to a typical tenant lifespan - from intake through various events to departure.

For example, under the old system, one was called to take a look at the apartment, then - provided one wanted the apartment - one met with the Tenant Services Coordinator for a financial review, an information session, and probably also to sign the lease and get the keys - all in one session.

How will this process change under the new model? Maybe it won't change at all. Should it? Would it make more sense for the locally located Housing Stability Coordinator to do the intake, tailoring the process somewhat to the building?

We could compare and contrast how the tenant would interact, under the old and the new systems, with police and fire and ambulance services. We could thereby get a very concrete sense of how things might change, hopefully for the better.

For another example, under the old system, if a tenant called Security because a neighbour was engaging with a disruptive dealer who was acting out in the hall, the Security might come but they probably would just do a round after the dealer had departed. Under the old system, the Security probably wouldn't talk to the neighbor for engaging with the dealer, they'd just depart and not file a report. The Tenant Services Coordinator wouldn't know anything had happened (and even when the TSC did know, very little happened). Under the new system, it would make more sense for the locally located building-specific Housing Stability Coordinator to get a report from Security, detailing the visit. The HSC could then follow up on the report, speak to the tenants, and issue a warning if that was appropriate. Warnings should probably be automatic. The Superintendent should also be notified, immediately or at a weekly meeting. If the incident is part of a pattern, especially if the dealer is a regular tresspasser, then a mechanism should be activated to ban that individual from the property.

Offhand I can think of other examples of behaviours and procedures responding to behaviours that should change. Tenants who repeatedly set off the fire alarms at night have not been adequately addressed. This is serious because such behavior can be caused be dementia, is disruptive and undermines what security we have. Under the new system every fire alarm resulting in a visit by Toronto Fire should be reported to the HSC and followed up by a visit to the tenant involved. In cases where dementia is a factor a mental health care worker would have to be notified to get involved at once.

The last example is potentially very serious. I've known neighbours here on West Lodge who were pack-rats with flammables piled high on their stove, who would set off the fire alarm twice in a night, and sit there in the smoke doing nothing. Not good. Let's hope the ISM prevents such disasters in the making. I think it could, simply by enforcing a system of adequate reporting and follow-up. Unless things have recently changed, there isn't any.

This sort of comparison/contrast old system/new ISM model could be extended to the way repairs are done (totally without follow-up at least till recently), the transfer process (humiliating and adversarial, tenant vs paid "legal" casuist), etc.

Training

(Mental Health Issues)

Yesterday afternoon I heard a staff member adddressing a mentally ill female tenant on my floor as "sweetie." The female tenant is delusional and apt to assume that anyone addressing her thus amounts to a boyfriend or a lover. I think this is unprofessional and while the staff member meant no harm, such conduct reflects inadequate training - a serious issue!

(Police Conduct)

It isn't just the training of Housing workers that's deficient. I've known miscreant tenants to place nuisance calls to the police as a form of reprisal against tenants they think have reported on them. The police come onto the property like gang-busters, then realize - only after disturbing the peace themselves - that they've been manipulated. This sort of problem only gets more complicated when it involves tenants who are delusional. These problems would be largely alleviated by **better police training and etiquette in seniors buildings**, and by **better reporting to the HSC and communication among all parties including the police**. It would also help, at least at 20 and 25 West Lodge, if we had **an effective superintendent. We haven't had one for several years**. (I only recently met our latest superintendent, Ramir – and I found him to be helpful and efficient. So far so good....)

Contractors also should be better trained in proper etiquette in seniors buildings. At present work crews tend to be noisy and invasive. Because of poor communication all round, **tenants are usually uninformed about what they're doing** anyway. **This practice amounts to treating tenants as strangers in their own home**. The installation of updated cameras in the common areas is a good example of this. The process began over a year ago, with a large and very noisy crew invading the halls without explanation. Even the acting superintendent was uninformed about what was happening - bad communication to say the least. The installation of the new security cameras - which should have been a priority given all the illegal activity here - stalled months ago. Work began again in the summer, now more efficiently done by just one technician (obviously the big noisy crew was unnecessary!). Alas, the installation is still incomplete. (**It seems to take TCHC ten or twenty times longer than it should to do a ANYTHING. I can see why they might not want to be communicative about it**.)

Housing workers might benefit from some of the **courses offered by the Toronto Hostel Training Centre for Shelter Workers**. I note in particular courses in basic Mental Health training, and in working with seniors who have experienced homelessness. These courses are relatively inexpensive and should be mandated for workers in the ISM. I have attached a description of some of these in PDF. Perhaps we should insist that all employees of the new ISM graduate from the Older Homeless Population Certificate Program.

That's all for now.

Regards
Jon Rowland
129-25 West Lodge
"Murder" Robinson Apartments

And now....

Two Examples of Processes that

Should be CHANGED:

Getting a Crisis Transfer and Getting

Those Keys Mentioned Earlier

First, the keys:

On Thu, Dec 10, 2020 at 5:39 PM jon rowland <jonrowland7@yahoo.com> wrote:

Thanks. I have an anxiety disorder which has become acute in large part because of Ms Phillips failure to do anything about the criminal activity in my part of the builing, beyond thanking me for documenting it and passing the buck. I had already made arrangements through Phillips for someone to have access to my cat and my unit in the event that I wound up in hospital. This was several months ago and there was absolutely none of this adversarial legalese about power of attorney and no access without it, etc. Now I have asked Phillips to adjust this to allow my doctor to have access via a social worker from St Joes - and I get this. No access period without power of attorney. Then how the hell do I feed my cat? What am I in, seniors housing or a jail run by a wannabe SS Warden? When I called her out on this she tried to walk it back. She said she would ignore my comments about her lack of communication skills and want of empathy. I don't want her to. I bet she gets it a lot - because they're true. I'm fed up. She and her ilk can go and work at South Toronto Detention Centre. Actually, they better not. They woudn't cut it. That's probably where they came from.

Thanks for the note. I appreciate it. See you - or hear you at least - at the next meeting.

Regards,

Jon Rowland

129-25 West Lodge

"Murder" Robinson Apts

On Thu, Dec 10, 2020 at 3:06 PM jon rowland <jonrowland7@yahoo.com> wrote:

AND, another example of staff total lack of communication skills and indeed of empathy.

It seems Ms Philips, the current Tenant Services Coordinator, would rather let my cat starve to death than let someone in to feed him. This is the kind of non-communication followed by callous arrogance that characterizes too many officias at Toronto Community Housing. Ms Phillips in particular it sees. She subsequently told me she would disregard my comments. She ought to heed them. I for one certainly won't disregard hers.

Why are you only telling me this now? Why didn't you tell me when I first arranged for someone to get my cat? Do you mean to tell me that you'd let my cat starve, rather than let someone in to feed him. I wouldn't put it past you.

Please be informed that this is (not0 great communicaion, Ms Phillips. I really look forward to not having you as my so called tenant services coordinator in the very near future.

Best regards

Jon Rowland

129-25 West Lodge

----- Forwarded Message -----

From: Karen Phillips <karen.phillips@torontohousing.ca>

To: jon rowland <jonrowland7@yahoo.com>

Sent: Thursday, December 10, 2020, 02:47:49 PM EST

Subject: RE: Emergency Contacts

Thank you for the information. I will certainly update your file. Please be informed the TCHC is not permitted to allow anyone access to your unit unless they provide documentation that they have power of attorney for your property or you have already provided them with access by providing them with a key.

Karen Phillips

Tenant Service Coordinator

Seniors Housing Unit West

Toronto Community Housing

423 Yonge St.

Toronto, Ontario M5B 1T2

karen.phillips@torontohousing.ca

T: 416-981-6906

F:416-981-6557

Positive Tenant Experience | Quality Homes | Vibrant Communities

Notice of Confidentiality:
The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, re-transmission, dissemination or other use of or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error please contact the sender immediately by return electronic transmission and then immediately delete this transmission including all attachments without copying, distributing or disclosing same.

From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: Thursday, December 10, 2020 1:32 PM
To: Karen Phillips
Subject: Emergency Contacts

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Attention: Karen Phillips, TCHC

Tenant Services Coordinator

Please remove all others from my emergency contacts except Dr Akshaan Kaul, St Joseph's Health Centre Family Medicine, 30 The Queensway Toronto ON M6R 1B5 Phone: (416) 530-6860. Fax: (416) 530-6160.

Only Dr Kaul or - more likely - a social worker from St Joe's - should have access to my unit in the event that I am incapacitated. I am principally concerned about a pet cat that I own. In the event that I am temporarily too ill to look after it, a social worker would feed it or, if I am deceased, either remove it and take it to a shelter for adoption or offer it to someone previously arranged.

In the event that I am deceased, and no other arrangements have been made, staff should discard the contents of my unit. There won't be much, anyway.

Regards,

Jon Rowland

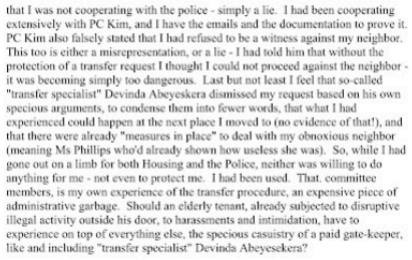
129-25 West Lodge

Please confirm once you have read my email and have made the requested change. Thanks.

Second, the Crisis Transfer:

The "Transfer" Process – Yet Another Piece of ADMINISTRATIVE GARBAGE

Here is another procedure for the STAC to review. And here is mine as an example. I had documented for Housing in general and for the Tenant Services Coordinator in particular, the illegal activities of a tenant directly across the hall from me. He was selling illegal cigarettes (and maybe other drugs) to a disruptive gang whose members would tresspas and act out in the hallway, sometimes utttering threats like "come out into hall so I can show you how to kill somebody without a knife." This photo documentation, of criminal activity in the common area through the spy-glass in my door, went on for months. The TSC thanked me, sometimes - but did nothing effecive. All she would say is, there was a process and it was confidential. It was obvious that she was sending the offending tenanat letters, one of which I even saw him reading. He laughed at it. Finally, the TSC simply dismissed me, writing in an email that I it was "hard to prove illegal activity" and telling me to go to the police. I reminded Ms Phillips in an email that according to the terms of the lease, it wasn't necessary to prove illegal activity - any sort of "business activity" on the premises was prohibited without permission - so just enforce the terms of the lease. Ms Phillips - typically - did not reply and did NOTHING. I then, against my better judgment, finally went to the poiice. I had to do a lot of stressful things, like meat PC Richard Kim and his undercover sidekick in the back parking lot. They warned the neighbor, but that is all. PC Kim instructed me to continue my photo documentation. Things, as I expected, got worse. The neighbor naturally suspected I had reported on him. He harassed me sending a mentally ill woman whom he'd been exploiting financially and sexually as well, to pound on my door to ask - for cigarettes! The neighbor continued to sell illegal cigarettes, more than ever. There was a slow by increasing stream of disruptive "customers" to his door. The neighbor's gangster friends started hanging out around the emergency door near my apartment. One of them paraded up and down the hall carrying an improvised spear - a nail fixed on the end of a broom handle. I got a lady's black glove left on the threshold of my apartment door. I told the TSC this wasn't working out. She sent me the forms for a transfer. I filled out the forms and sent them off. Meanwhile, PC Kim, who'd been on a brief vacation, returned and told me he just "couldn't bring himself" to sign off on the transfer - in other words he refused to take the threats seriously. Without his support I knew it would be harder to get the transfer so I asked my doctor to write the so-called transfer specialist (!), one Devinda Abeyeskera - because the stress of the process was triggering the anxiety disorder that I have, causing sleeplessness, nausea, and a degree of panic. The transfer request was simply turned down by Abeyesekera, based on false and misleading information from PC Richard Kim,



that I was not cooperating with the police - simply a lie. I had been cooperating extensively with PC Kim, and I have the emails and the documentation to prove it. PC Kim also falsely stated that I had refused to be a witness against my neighbor. This too is either a misrepresentation, or a lie - I had told him that without the protection of a transfer request I thought I could not proceed against the neighbor - it was becoming simply too dangerous. Last but not least I feel that so-called "transfer specialist" Devinda Abeyeskera dismissed my request based on his own specious arguments, to condense them into fewer words, that what I had experienced could happen at the next place I moved to (no evidence of that!), and that there were already "measures in place" to deal with my obnoxious neighbor (meaning Ms Phillips who'd already shown how useless she was). So, while I had gone out on a limb for both Housing and the Police, neither was willing to do anything for me - not even to protect me. I had been used. That. committee members, is my own experience of the transfer procedure, an expensive piece of administrative garbage. Should an elderly tenant, already subjected to disruptive illegal activity outside his door, to harassments and intimidation, have to experience on top of everything else, the specious casuistry of a paid gate-keeper, like and including "transfer specialist" Devinda Abeyesekera?

Posted in Uncategorized

Leave a comment

Hello World! →